SHAKER HEIGHTS

Building, Housing, and Technology Committee Agenda
City Hall, Conference Room B
Thursday, March 1, 2018, 6:00 PM

1. Agenda

   Documents:

   BHT AGENDA 3-1-18.PDF

2. Meeting Materials

   Documents:

   FEBRUARY 1, 2018 DEPARTMENT OVERVIEW PRESENTATIONS.PDF

To request an accommodation for a person with a disability, call the City's ADA Coordinator at 216-491-1440, or Ohio Relay Service at 711 for TTY users.

SHAKERHEIGHTS

BUILDING, HOUSING AND TECHNOLOGY COMMITTEE AGENDA
STEPHANIE TUBBS JONES COMMUNITY BUILDING
Thursday, March 01, 2018 at 06:00 PM

1. Introduction

2. Approval Meeting Minutes
   Documents: Approval of February 1, 2018 Minutes

3. Discussion from February 1, 2018 Department Overview Presentations
   Documents: February 1, 2018 Department Overview Presentations

4. Housing Inspection Process Overview and Q&A (Inspector Larry Stahl)

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Information technology

Building , Housing and Technology Committee Update

February 1, 2018

Computer Room Operations

- **Server Administration**
  - Physical setup of equipment in server racks in two data centers. (City Hall, Police/Court)
  - Power and connectivity management
  - Maintain environmental control monitoring systems
- **Server Application Support**
  - Maintain Windows server operating systems
  - Maintain virtual server operating software
  - Install software drivers for equipment and update BIOS patches
- **Storage Network Administration**
  - Provision High Availability Storage System (SAN and NAS) for use for
    - Database Storage
    - File Storage
    - Video Storage
    - Email Storage
  - Backup Storage System Data
    - Disk to Disk backup and off-site replication for Public Safety Servers
    - Tape Archive backup for large City storage volumes
- **Co-Location of Equipment**
  - Shaker School Network Switch
  - Shaker Courts Web Server and Offsite Backup
  - Shaker Police Image System Offsite Backup

Network Support

- LAN Connectivity
  - Replace Network Building Aggregation Switches
  - Re-Design Networking addressing schema to improve networking performance and security
  - Coordinated network wiring installations
  - Manage Network Switches
- Network Security
  - Manage Internet and wide area network firewalls
  - VPN Management
  - User Access Management
- Wireless Networking
  - Administer and upgrade Guest WiFi network
  - Administer and upgrade Police Video WiFi network
  - Expand wireless networking to LAN use
  - Implement and Administer Security Camera wireless networks

Department Application Software Support

- MS Exchange Email
- TAC RMS / Mobile
- Munis Financials ERP
- CLASS & EZ-Care2; Transitioning to ETRAK in 2016
- Red Alert NMX Fire Records/transitioning to EMS Reporting
- L3 In-Car and Body Camera Video Management
- NICE NRX Inform Digital Recording
- Franklin Building Department Software/transitioning to CitizenServe
- Maintstar Fleet Maintenance
- Minor Applications
  - Microsoft Word, Excel, PowerPoint, Outlook, Access, Visio, Publisher, OneNote, Silverlight
  - Adobe Acrobat, InDesign, Illustrator, Photoshop, Flash Player, Media Encoder, Fireworks, Bridge, Reader
  - CCTV Software from NUUO, Exacq, Integral , Pelco, Joey, Epi Suite, Oculus, GPG4Win, UltraVNC, TightVNC
  - Internet Explorer, Mozilla FireFox, Google Chrome, Google Earth, CadZone, Dropbox, EMScharts, Oracle Java, Turning Point, ESRI ArcGis, Autodesk AutoCAD, Bright-Sign Bright Author, Crystal Reports, CyberLink PowerDVD, Firezone, Haines CrissCross, GoTo Meeting, HoneyWell Rapid Eye, Huntington Visual Archive, HP Procurve Manager, Jamar TraxPro, Motorola Centrecomm Elite, NCH ExpressScribe, NetMotion Mobility, NetMotion Locality, Dragon Naturally Speaking, RSA Authentication Manager, NICE Verify, Snow Fox, TeamViewer, Time Trak, Tweet Deck, WinZip, Avaya Site Manager, Sharp Touch Link, Trend Micro Worry-Free, TSI Fit Tester, VZ Access Manager, WinDSX, WinRAR, WinZip . . . .

Asset Management

- Software License Purchase and Tracking
  - Ensure legal Compliance
  - Ensure availability of current applications
- Technology Hardware Asset Inventory
  - Maintain database of all technology assets supported by IT
- Asset De-Commission and Disposal

- Shared Asset Management
  - Coordinate scheduling of shared assets such as
  - portable projectors; laptop computers; training computers

User/Desktop Support

- Computer Setup and Installation
  - Replace desktop computers according to 5-Year replacement Program
  - Maintain Kace K2000 PC Image Deployment Server
- Help Desk Service
  - Assist staff with hardware and software troubleshooting (2,000 Yr)
- Desktop Software Installation and Upgrades
  - Manage software installation for security, stability and asset compliance
  - Update existing software, patching software vulnerabilities; ensuring current definition files for security software. (Microsoft updates/Monthly; Java/Adobe Reader/Adobe Flash updates/Quarterly)
- Print Services
  - Manage printer server; coordinate printer hardware repair/replacement; coordinate digital multi-function copier agreement
- Mobile Computer Support
  - Provide support for mobile computing systems.

Hardware – Workstation Replacement

- The City has 245 personal computers on the network. (Does not include the Shaker Heights Municipal Court network.)

- 40 Systems are scheduled for replacement in 2018

- The PCs are replaced after 5 years and are purchased with warranty coverage for the 5 years.

- A failed computer requires 4-10 hours of labor to replace, so it is cost efficient to buy quality systems.

- We leverage the State Cooperative Purchasing program for pricing.

Telecommunications Support

- Provide and Maintain Telephone Equipment
  - The City Operates an Avaya Digital PBX telephone system that is comprised of approximately 350 telephones, 250 voice mailboxes and 700 telephone numbers.
    - Finance Personnel provides the following services(IT is backup):
      - Administer moves, adds and changes
      - Administer Voicemail system
      - Coordinate service and repair of equipment
- Manage Voice Services
  - Coordinate local telephone lines
  - Coordinate Long Distance
  - Coordinate leased circuit installations/service
    - Police Radio Communications System
    - City Building telecommunications connections
- Analyze telecommunications invoices and audit services
  - Monitor department usage of telecommunications services, recommending where appropriate changes to or elimination of services.
  - Identify and recommend new service providers or provider programs that increase efficiencies or lower expenses.

Collaboration and Technical Assistance

- Provide Partner Organization Technical Assistance
  - Shaker Heights Municipal Schools, Shaker Heights Municipal Court, HHCC/CVD Joint Dispatch, Ohio HIDTA, Cleveland Heights Fire Dept., University Heights Fire Department, Shaker Heights Library, and Shaker Heights Development Corp.
- Purchasing Assistance and Technical Advice
- IT Management and Planning
  - Project management and strategic planning
- Website Collaboration and Technical Assistance
- Provide Assistance with other Technology
  - Help departments with equipment and systems not routinely identified with IT, but which have a technical component. For example, security systems, building paging, access controls, intercoms, recording equipment, video conference phones, ID Badge Systems/printers, credit card machines,….

Shaker Heights Network Drawing 2017
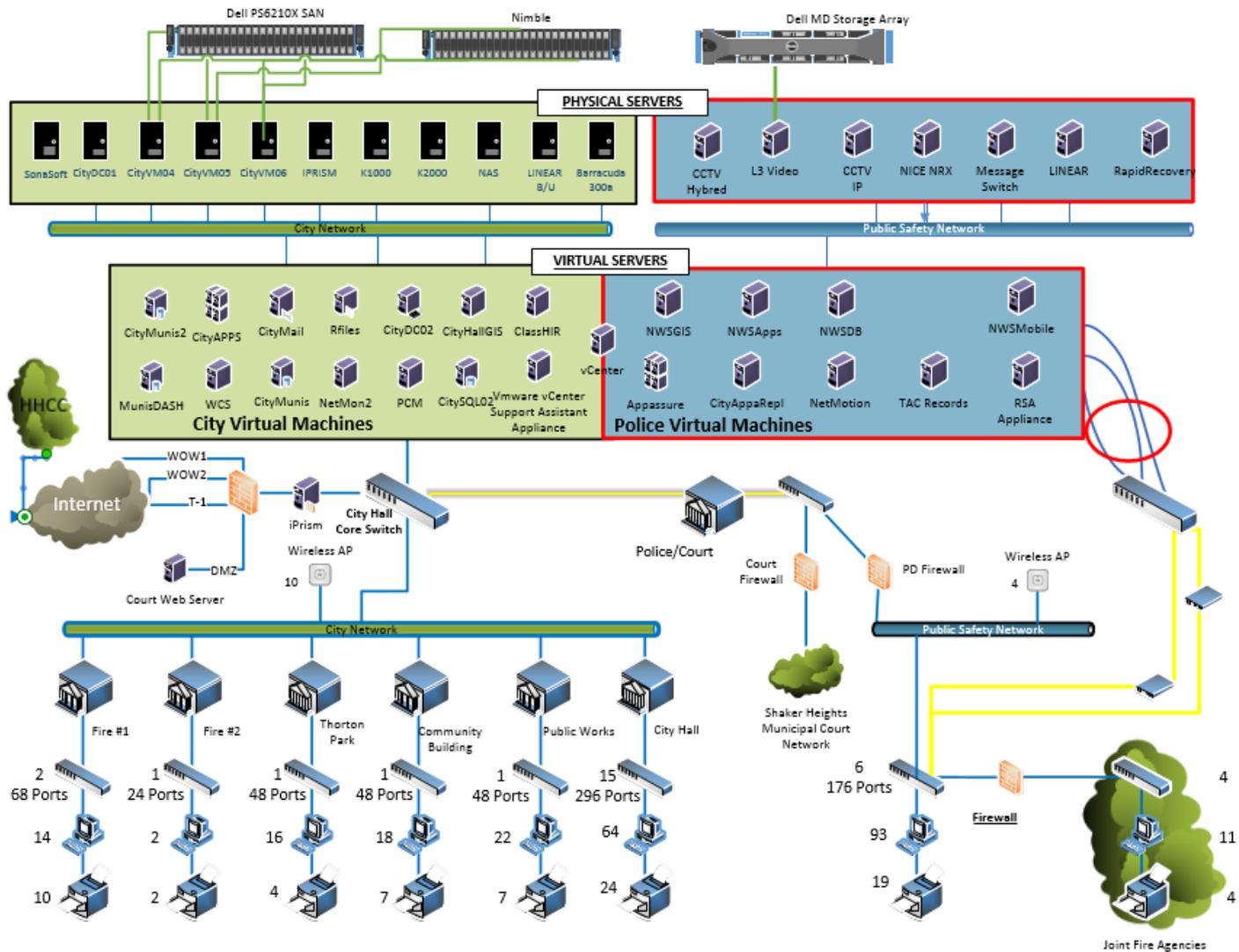
Public Safety Network Drawing - 2017
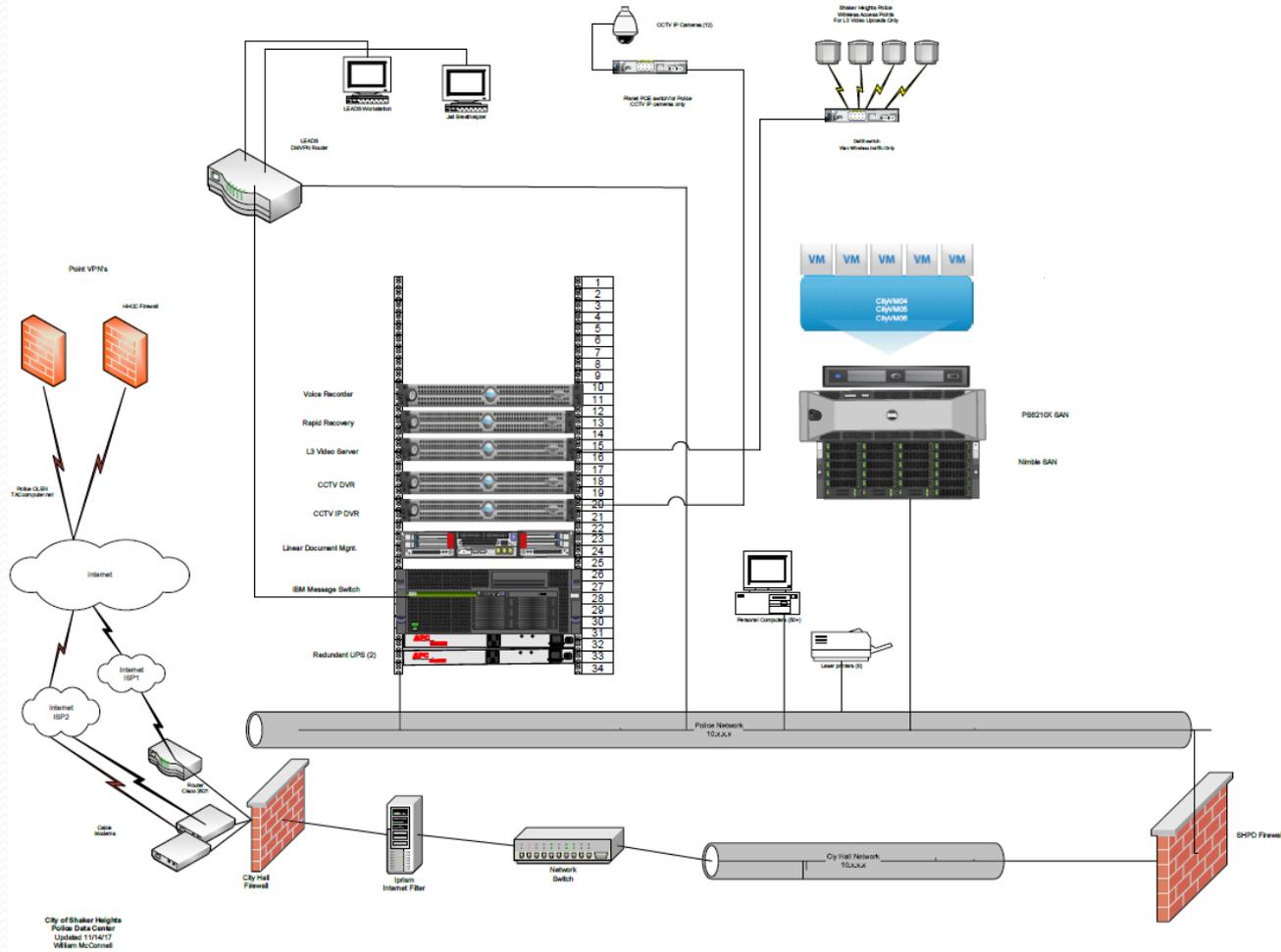
2017 Highlights

- Replaced Internet Content Filter
- Upgraded Email Server Application
- Replaced City Hall CCTV Recording Server
- Coordinated installation of 12 additional surveillance cameras for City Hall
- Implement Council Chambers Presentation System
- Support Implementation of new credit card processor and associated equipment
- Completed upgrade of the Network's Active Directory Services
- Re-Negotiated Long Distance Service Agreement
- Re-Negotiated I-Net Fiber Maintenance
- Implemented new System Management and Help Desk Solution
- Implemented new Email Archive solution
- Replaced 52 personal computers (34 in-vehicle)
- Complete web security certificate upgrade for new Finance compliance requirements
- Provide Technical Assistance relating to Public Safety Dispatch Consolidation
- Replaced Police Records System
- Implemented VPN connection to HHCC Remote Dispatch
- Completed de-commission of 8 UH, 4 CH Fire Mobile Computers and 3 Eastcom PCs
- Implemented two new Finance System Servers
- Implemented Ohio Law Enforcement Network service connection
- Implemented electronic case submission connection to Cuyahoga County Prosecutor's Office

2018 Work Plans

- Coordinate replacement of Digital Copiers (18)
- Complete upgrade of Munis Financial/ERP system
- Complete Network Re-design and equipment upgrades
- Complete Wireless network equipment upgrades/service expansion
- Upgrade Anti-Spam system
- Replace anti-virus software
- Assist Police personnel with security camera projects for Chelton Park, South Chagrin and Police/Court facility
- Support Implementation of cloud-based Property Management System
- Re-Negotiate I-Net Fiber long-term Maintenance agreement
- Develop Replacement Telephone System Bid Specifications
- Replace Virtual Server hosts
- Replace Network WAN Firewalls
- Replace 43 Desktop computers
- Support Implementation of new Fire Records System
- Support Implementation of cloud-based Envisio Strategic Planning Software
- Support planning and research of time and attendance software
- Decommission Health Department computers